IN THE CLAIMS:

This listing of the claims will replace all prior versions and listings of the claims in the application:

1.   (Currently Amended) A telecommunications call center, comprising:

a call information database for storing call information;

a query engine operably coupled to said call information database; and

a graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria; and

wherein said query engine is adapted to translate said query parameters into a database-readable form.

2. (Original) A telecommunications call center in accordance with claim 1, said database-readable form comprising a Structured Query Language (SQL) form.

3. (Original) A telecommunications call center in accordance with claim 2, wherein results of a query are provided to said graphical user interface in a text-readable form.

4. (Currently Amended) A method, for use in a telecommunications call center, comprising:

inputting call center database text query information for accessing call information from a call information database into a graphical user interface, said query parameters defining search criteria;

translating said call center database text query information into a database-readable query; and

returning a result of said database-readable query to said graphical user interface for display.

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5. (Original) A method in accordance with claim 4, said translating comprising translating into a Structured Query Language (SQL) form.

6. (Original) A method in accordance with claim 5, said inputting further comprising:

selecting one or more fields to view from a first graphical user interface window; and

selecting predetermined criteria to apply to said fields using a second graphical user interface window.

7. (Currently Amended) A telecommunications system comprising:

one or more telecommunications networks;

a switch configured to switch calls between devices on said one or more telecommunications networks; and

a call center adapted to monitor calls through said switch, said call center including

a call information database for storing call information;

a query engine operably coupled to said call information database; and

a graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria; and

wherein said query engine is adapted to translate said query parameters into a database-readable form.

8. (Original) A telecommunications system in accordance with claim 7, said database-readable form comprising a Structured Query Language (SQL) form.

9. (Original) A telecommunications system in accordance with claim 8, wherein results of a query are provided to said graphical user interface in a text-readable form.

10. (Original) A telecommunications system in accordance with claim 9, said graphical user interface comprising

    a first screen for selecting fields for searching;

    a second screen for entering search criteria for said fields; and

    a third screen for displaying results of said searching.

11. (Currently Amended) A method, comprising:

providing one or more telecommunications networks;

providing a switch configured to switch calls between devices on said one or more telecommunications networks; and

providing a call center adapted to monitor calls through said switch, said call center including

    a ~~call information~~ database for storing call information;

    a query engine operably coupled to said ~~call information~~ database; and

    a graphical user interface coupled to provide query parameters ~~for accessing call information from said call information database~~ in a text form, ~~said query parameters defining search criteria~~; and

    wherein said query engine is adapted to translate said query parameters into a database-readable form.

12. (Original) A method in accordance with claim 11, said database-readable form comprising a Structured Query Language (SQL) form.

13. (Original) A method in accordance with claim 12, wherein results of a query are provided to said graphical user interface in a text-readable form.

14. (Original) A method in accordance with claim 13, said graphical user interface comprising

    a first screen for selecting fields for searching;

    a second screen for entering search criteria for said fields; and

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a third screen for displaying results of said searching.

15.   (Currently Amended) A telecommunications method for providing a call center, comprising:

providing a ~~call information~~ database for storing call information;

providing a query engine operably coupled to said ~~call information~~ database; and

providing a graphical user interface coupled to provide query parameters ~~for accessing call information from said call information database~~ in a text form, ~~said query parameters defining search criteria~~; and

wherein said query engine is adapted to translate said query parameters into a database-readable form.

16. (Original) A telecommunications method in accordance with claim 15, said database-readable form comprising a Structured Query Language (SQL) form.

17. (Original) A telecommunications method in accordance with claim 16, wherein results of a query are provided to said graphical user interface in a text-readable form.